

Vacancy Announcement

for

U.S. Embassy, Baghdad

ANNOUNCEMENT NUMBER: TCN 11-48

OPEN TO: Third Country Nationals Only

POSITION: Computer Management Assistant; FSN-7

OPENING DATE: June 22nd, 2011

CLOSING DATE: July 5th, 2011

WORK HOURS: Full-time; 40 hours/week

SALARY: \$22,539 per annum (plus 35% Differential of basic salary; 15% of basic salary for Unique Conditions of Work Allowance) **Paid in US Dollars.**

LENGTH OF HIRE: 1 - 5 years (1 year with 4 optional years)

The Iraq Support Unit, U.S. Embassy in Amman, is seeking an individual for the position of Computer Management Assistant in the Information Resources Management Office of U.S. Embassy Baghdad.

BASIC FUNCTION OF THE POSITION

The position holder is a key technical support provider, providing technical support to Embassy and Consulate staff on the use of computer system resources. This includes WAN, LAN, Server, Workstation and application trouble-shooting, and when necessary user training. The incumbent will often resolve telephonically or via remote diagnostic tools those calls that can be resolved without on-site intervention. The incumbent is directly responsible for the administration of all trouble tickets generated for information technology (IT) support mission-wide and for the administration of the Consular Section hardware and software making modifications to configuration as necessary. This includes: database administration, directly responsible for the administration of the mission-wide BlackBerry program, cyber security administration, and other duties.

The Universal Application Form, TCN program benefits and FAQs can be found at:

http://iraq.usembassy.gov/hr_tcns.html

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of university degree in computer science or information systems management is required.
2. Prior work experience of no less than three (3) years in IT technical support or related field is required.
3. Level III (Good working knowledge) Speaking/Reading/Writing in English is required.
4. Thorough knowledge of current Department of State (DOS) computer systems, its operations, and regulations regarding its use and support and must be familiar with the relationship and management practices among U.S. Government agencies.
5. Efficient in maintaining all LAN components, including hardware, cables, disk operating software, applications and utilities software, various interface cards, head disk drives, configurations, and PCs. Specific knowledge required of Microsoft Server and Client OS (2003, XP, etc.), Microsoft Server applications (SQL, SMS, MSX, IIS, etc.), and Microsoft Client applications (Office, Publisher, Internet Explorer, etc). Specific knowledge of IBM-standard PC components and configuration (CPU, CMOS, RAM, etc.), current peripheral device technology (PCI, USB, IDE, SCSI, etc.), external device technology (DAT, DLT, Printer, Scanner, Camera, Audio, Video, etc.), and diagnostic tools and recovery utilities and methods is required. Specific knowledge of telecommunication protocols (Ethernet, TCP/IP, SMB, etc.), TCP/IP addressing and sub netting concepts, utilities (DNS, DHCP, WINS), and application protocols (FTP, HTTP, Telnet, etc.) is required.

SELECTION PROCESS

It is essential that candidates address the required qualifications above in the application to meet the required qualifications.

TO APPLY

Applicants for this position must submit the following information:

1. Universal Application for Employment DS-174, as a Third Country National (TCN);
2. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION MATERIALS TO THE FOLLOWING EMAIL ADDRESS:

TCNISUAmman@state.gov

FOR INQUIRIES PLEASE EMAIL

TCNISUAmman@state.gov

POINT OF CONTACT

Telephone: (962) (6) 590-6832 / 590-6828

FAX: (962) (6) 5906869

CLOSING DATE FOR THIS Vacancy Announcement: July 5th, 2011

The U.S. Mission in Baghdad provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Approved: E Slater IRM/ISO

Cleared: AMEveritt ISU/HRO

Drafted: LAbdulahdi ISU/HR

Appendix A

DEFINITION

A third-country national (TCN) is an individual who meets the following criteria.

- (1) Is neither a citizen of the United States nor of the country to which assigned for duty.
- (2) If employed, is eligible for return travel to the TCN's home country or country from which recruited at U.S. Government expense.
- (3) Is on a limited appointment for a specific period of time.
- (4) Encumbers a direct-hire, personal service agreement (PSA) FSN position covered under the TCN local compensation plan. Such an employee normally is recruited from outside the host country and relocated from the point of recruitment to the host country. The return travel obligation assumed by the U.S. Government may have been the obligation of another employer in the area of assignment if the employee has been in substantially continuous employment which provided for the TCN's return to home country or country from which recruited.

Hired TCN Staff are considered separate from the Locally Employed Staff (LES) because they have separate Local Compensation Plan and nationalities. Candidates are expected to be employed at the U.S. Mission in Iraq from one to five years.

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information which equates to the information found on the DS-174.

Failure to submit the required information may result in the applicant not being considered for the vacancy.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (see top of page)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. Permanent U.S. Resident (Yes or No; if YES, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- J. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class/Type
- K. Days available to work
- L. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- M. Education
- N. License, Skills, Training, Membership, & Recognition
- O. Language Skills
- P. Work Experience
- Q. References

Computer Management Assistant Capsule Position Description FSN - 7

Under the guidance of the Computer Management Specialist, the incumbent provides technical support to users on the Department of State's SBU OpenNet LAN system at U.S. Embassy Baghdad and its supported constituent posts in Basrah and Erbil. This technical support includes:

- Monitoring Consular Section hardware and software and makes modifications to configuration as necessary;
- Troubleshooting hardware and software problems, installs new computers, printers and other peripherals as required;
- Serving as the primary contact between the Consular Section and the Consular Affairs in the Department on computer-related technical and administrative issues maintaining the computer resource records, inventory and software documentation and CDs;
- Making recommendations to Consular Section management on short and long-term hardware and software procurement requirements;
- Acting as first point of contact for all users who visit or call the ISC and logs users' requests and assists them directly for routine problems;
- For more complex problems or where on-site intervention is required, passing on the information to the appropriate technical staff member who will act on the request;
- Following up with technical staff to ensure clients' requests are responded to in a timely manner and problems are adequately resolved;
- Transferring all OpenNet accounts for new arrivals, setting them up for use in Embassy Baghdad. Sets up the appropriate groups, network drives, and helps users with .pst files;
- Transferring all OpenNet accounts for departing personnel, removing them from all the appropriate groups, and assisting them with reducing their inbox by making .pst files to transfer to their next assignment.